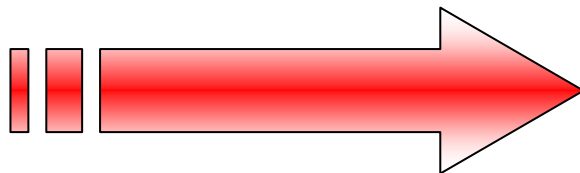




ICE RESULTS OVERVIEW 3rd Qtr 05





Customer Support General

Satisfaction and Yes/No Questions (Percentage):

100%-85%

84%-65%

64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00

3.99-2.75

2.74-0

81 Total Surveys Received

	FY 05		FY 06	
Question	Q3	Q4	Q1	Q2
Overall Satisfaction (68)	81%			
Service meet your needs (56)	88%			
	FY 05		FY 06	
Question	Q3	Q4	Q1	Q2
DRMS' success at keeping you informed (74)	3.57			
Accessibility of info on the DRMS web site (67)	4.07			
Usefulness of info on the DRMS web site (66)	3.97			
Voicemails being returned within 24 hours (47)	3.49			
Training DRMS provides to use equip/sup for silver recovery (21)	3.90			
Ability to provide equip/sup for silver recovery (21)	3.90			



Customer Support General Cont.

Satisfaction and Yes/No Questions (Percentage):

100-85%

84%-65%

64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00

3.99-2.75

2.74-0

81 Total Surveys Received

Question	FY 05		FY 06	
	Q3	Q4	Q1	Q2
DRMS Qualified Listings for HW Facilities/Transporters (35)	3.63			
Ability of DRMS HW services to meet your needs (33)	3.70			
Level of svc received from our Centralized DEMIL Center(26)	3.85			
Quality of experience when disposing of DEMIL property (50)	3.80			
DRMS' processing of your Exchange Sale property (27)	3.85			
Professionalism, knowledge, and courteousness of staff (78)	4.00			
DRMS' response time in resolving turn-in problems (75)	3.77			
Overall quality of service received when turning in prop (76)	3.93			



Major Command

Satisfaction and Yes/No Questions (Percentage):

100-85%

84%-65%

64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00

3.99-2.75

2.74-0

58 Total Surveys Received

	FY 05		FY 06	
Question	Q3	Q4	Q1	Q2
Overall Satisfaction (46)	84%			
Service meet your needs (38)	84%			
	FY 05		FY 06	
Question	Q3	Q4	Q1	Q2
DRMS' success at keeping you informed (57)	3.74			
Accessibility of info on the DRMS web site (51)	3.94			
Usefulness of info on the DRMS web site (49)	3.98			
Voicemails being returned within 24 hours (36)	3.58			
Ease of the process for getting concerns resolved(47)	3.72			
Courteousness/professionalism shown by your CSS(53)	4.23			



Major Command Cont.

Satisfaction and Yes/No Questions (Percentage):

58 Total Surveys Received

100-85%

84%-65%

64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00

3.99-2.75

2.74-0

Question	FY 05		FY 06	
	Q3	Q4	Q1	Q2
Knowledge/expertise of your DRMS CSS (53)	4.09			
Overall quality of customer service provided by CSS (53)	3.91			

Question	FY 05		FY 06	
	Q3	Q4	Q1	Q2
Would your Command benefit from knowing more about DRMS and our services? (41)	83%			
Are you content with the frequency/methodology of the contact by your DRMS CSS? (45)	76%			
Do you recommend DRMS services to others? (43)	81%			
Does your CSS generally provide thorough responses that ultimately lead to resolutions? (43)	84%			
Does your CSS generally provided timely responses to your inquiries? (42)	86%			



Reutilization

Satisfaction and Yes/No Questions (Percentage):

59 Total Surveys Received

100-85%

84%-65%

64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00

3.99-2.75

2.74-0

Question	FY 05		FY 06	
	Q3	Q4	Q1	Q2
Overall Satisfaction (45)	98%			
Service meet your needs (35)	97%			

Question	FY 05		FY 06	
	Q3	Q4	Q1	Q2
Amount of time you have to screen excess property (49)	4.18			
Arrival of ordered items by the required delivery date (39)	3.92%			
Professionalism/knowledge/courteousness of reutilization personnel (57)	4.39			
Quality/clarity of Reutilization instructions (58)	4.19			
Ease of use of the Automated Want Lists (30)	4.13			



Reutilization Cont.

Satisfaction and Yes/No Questions (Percentage):

100-85%

84%-65%

64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00

3.99-2.75

2.74-0

59 Total Surveys Received

Question	FY 05		FY 06	
	Q3	Q4	Q1	Q2
Quality of items produced by Automated Want Lists (30)	4.10			
Response rate of Reutilization personnel to your request for additional item description or item photographs (37)	4.19			
The DRMS electronic MILSTRIP ordering process (36)	4.22			
The chances of you using the DRMS Reutilization program to meet your needs in the future (47)	4.43			



Comments Overview

- 53 RESPONDENTS PROVIDED COMMENTS
- 35 RESPONDENTS PROVIDED POC INFORMATION
 - Customer Support General – 10
 - MAJCOM – 12
 - Reutilization - 13

Recurring Issues - Positive

- Employee helpfulness, extra efforts
- Improvement with CSS
- Kudos to DRMO folks by name
- Specific situations where we helped

Recurring Issues - Negative

- Turn-in Procedures
- Understaffed DRMOs
- Paperwork rejected
- Distrust of Reut condition codes